TELSTRA

BUSINESS BROADBAND

SETUP GUIDE

IT'S HOW WE CONNECT

BUSINESS

CHAPTER 1

TBB OVERVIEW

To help you easily set up your Telstra Business Broadband; we have developed this guide that will take you through the set up steps.

EMAILS RECEIVED

You will receive a number of emails welcoming you and informing you of your new Telstra Business Broadband service including vital information for set up. We recommend that you print these emails and store them in a safe place to help you with the set up and for future reference.

It is important that you specified an active email account that would not have been affected in the transition from your old email to your new email address – If you have not received the emails or cannot find them, please contact Telstra Business Technical Support on 13 2999 to have the emails re-issued

Below are listed some of the emails you should specifically look out for:

TBB ORDER CONFIRMATION ADVICE EMAIL

You will receive an email confirming your order, scheduled service activation date (change over from your existing broadband service) as well as your broadband plan details.

TBB CONFIGURATION EMAIL

You will also receive an email with your configuration advice.

This will include username and password details to set up your router to use your Telstra Business Broadband ADSL Service.

Your Customer Data Portal access details (CustData): CustData provides secure; near real time information and tools to help you monitor and manage your internet traffic.

TBB EXTRAS - DOMAIN AND BUSINESS MAIL

If you have purchased the Business Broadband extras such as Domain Name and Business POP Email, you will also receive an email from us with these details.

COMPLETION EMAIL

Lastly, you will receive an email from us notifying you that your Telstra Business Broadband order has been completed and that you can now install and configure your business broadband service.

Have you heard about our Business Support offering – for TBB customers ONLY – Router Support Service, Onsite Install Plus?

CHAPTER 2

GENERIC MODEM SETUP

(NOT TELSTRA SUPPORTED)

If you are using an existing modem or have purchased a modem that is not from Telstra or BigPond®, please note that Telstra is unable to provide assistance with the router set up. However, we have put together some common set up steps to help you along the way.

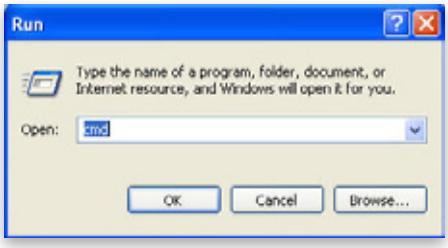
We strongly recommend that your modem is able to support ADSL2+. If your modem is not able to do this, please consider purchasing our recommended Cisco® SRP 527W router

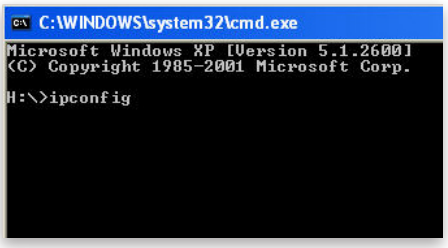
STEP 1: If you wish to continue to use your existing ADSL2+ Router / Modem then you'll need to refer back to your user guide/manual / CD that you would have received upon purchase of that router /modem. If you have misplaced this guide, you may be able to use the internet to look up the manufacturer's website for the model and configuration details on your old router/modem.

STEP 2: If you don't have any luck with a user guide/ manual / CD or help from the internet, you will still need to configure a modem. To do this you will need to open your internet browser (Internet Explorer, Firefox, Safari, Google or Chrome etc) and enter the modem's "Default Gateway" IP address into the address bar, this will give you access to the router/ modems user interface (GUI).

If you don't know what the Default Gateway IP address is, it can be determined by using the following commands

START->RUN-> cmd->IPCONFIG -> and recording the default gateway IP





Once you have obtained the default gateway IP address enter it into the address bar (it is not necessary to prefix this address with http: or www.)

STEP 3: You may be presented with a screen prompting you for a login (this should be the GUI). Different modems will have different default login details (check the modem's serial number sticker or user guide as a quick reference).

STEP 4: Once in the modem interface, you will need to enter the new Telstra Business Broadband account username and password (as detailed in your Configuration Email)

STEP 5: When configuring a modem, you may see many different settings or options. If ever you are unsure, use the default settings. The only thing you should need to change is the PPP username and password, and the DNS settings (all can be found on the Configuration Email)

TID DNS Info link - http://www.telstra.com.au/internetdirect/tech_dns.htm

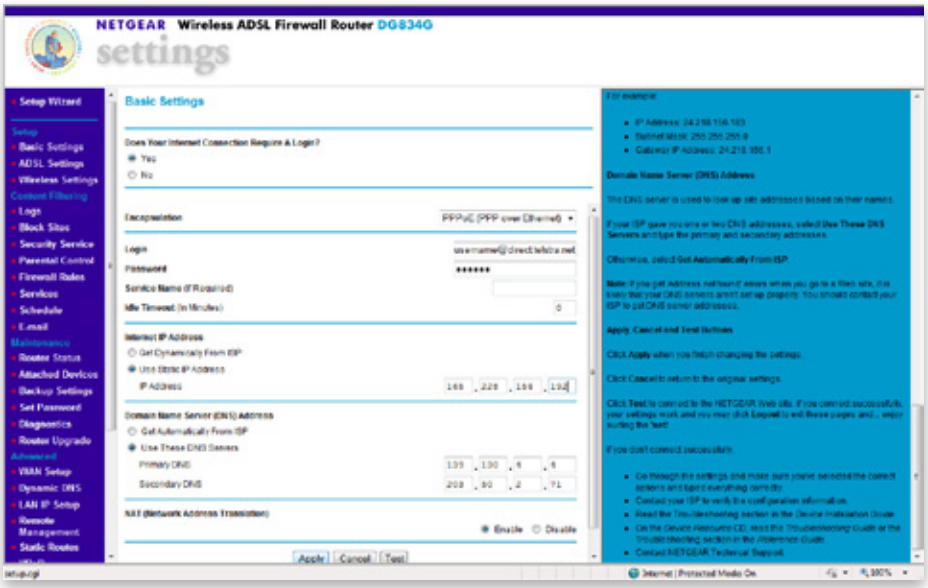
E.G. = NETGEAR DG834 or Dlink are common BYO Modems (Screen Shots should demonstrate)

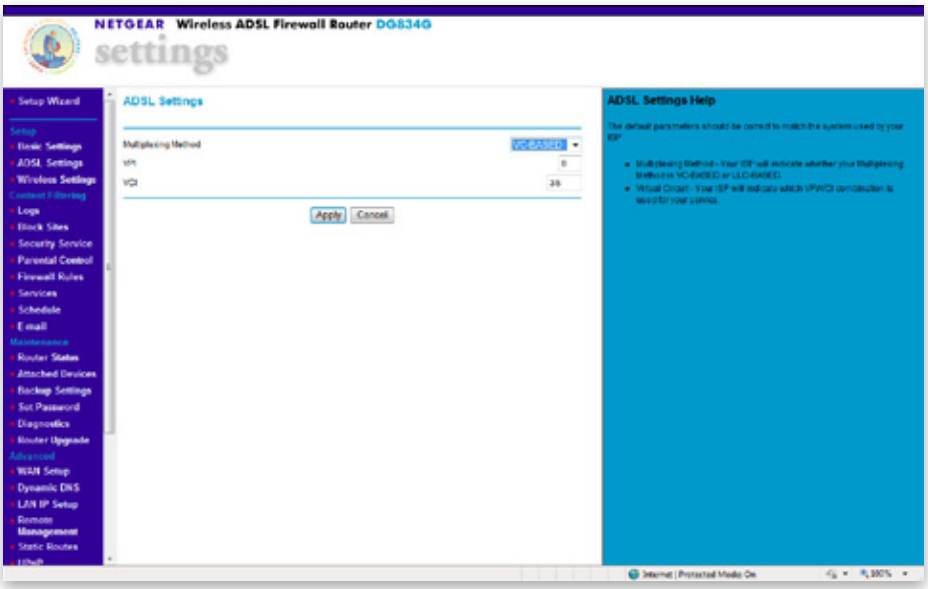
CHAPTER 2

GENERIC MODEM SETUP

(NOT TELSTRA SUPPORTED)

Below are examples of screens that could be used to ensure you select and enter the appropriate details for your equipment.





http://www.telstra.com.au/internetdirect/cust_config.htm

CHAPTER 3: MOVING FROM BIGPOND TO TBB

BYO BIGPOND MODEM SETUP

THOMSON TG 782T

This is for modem set up of a common BigPond user modem, the Thomson TG 782T. If you have another BigPond Modem please refer to the Bigpond Site:

http://bigpond.custhelp.com/app/answers/detail/a_id/5757/kw/ADSL%20HNG

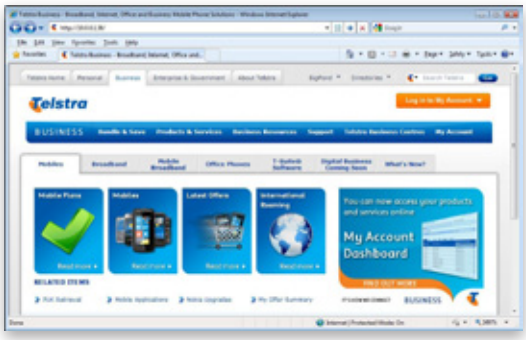
Once in the modem interface, you will need to enter the new Telstra Business Broadband account username and password (as detailed in your Configuration Email)

When configuring a modem, you may see many different settings or options. The only thing you should need to change is the PPP username and password and the DNS settings all can be found on the Configuration Email

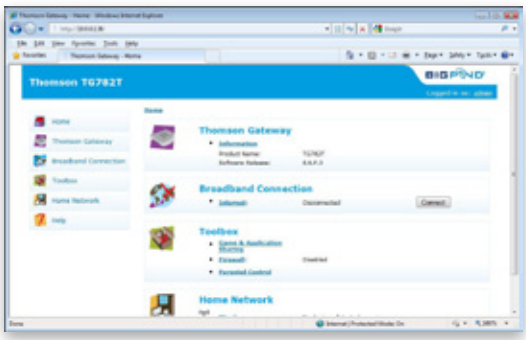
Note: Make sure the Computer / Notebook is directly connected to the modem / router

STEP 1: Open up your internet browser (E.G. Internet Explorer, Firefox, Safari)

STEP 2: In the address bar type in http://10.0.0.138/



STEP 3: The Gateway Page should appear with a BigPond logo. Click the Internet link under Broadband Connection.



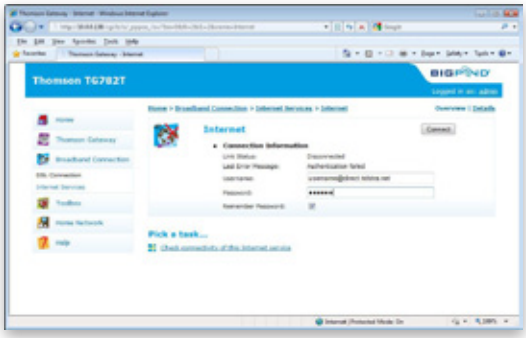
BYO BIGPOND MODEM SETUP

THOMSON TG 782T

STEP 4: Remove the old BigPond Username and Password and type in the NEW Telstra Business Broadband Username and Password and ensure the "Remember Password" box is re- ticked.

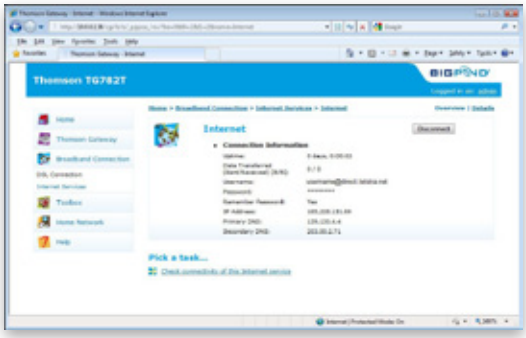
Note: the username needs to be in the format as shown in the Configuration Advice Email

E.G. username@direct.telstra.net

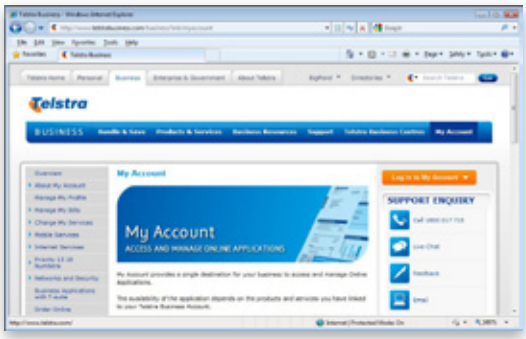


STEP 5: Then click on the Connect button.

STEP 6: Wait about 30 seconds to 1 minute for the Gateway to connect. When the Internet light on the modem turns green, it is now connected.



STEP 7: Browse to (telstrabusiness.com) to check the connection and log into your account online.



CHAPTER 4:

CISCO 527W MODEM/ROUTER SETUP

BEFORE YOU START YOU WILL NEED:

Telstra Business Broadband ADSL Welcome Letter

TBB ADSL Install Kit (ADSL Router, Power Adaptor, Yellow Ethernet Cable, Grey Telephone Cord, Filter/splitter, TBB User Guide)

Your Configuration advice (This would have been sent to you via email)

STEP 1: GETTING STARTED:

Load the CD that came with your new router. The CD will guide you through every step required to set up your new router device and internet service. This whole process should take about 10-15 minutes

This will include;

Connecting you new router

Installing the filter(s)

Configuring the router once it is plugged in and powered on (inc Wi-Fi SSID and password)

Saving important router information to your desktop (E.G. Username/password, router configuration files- so that you will have a back up in case you need it)

STEP 2: CONNECTING THE ROUTER TO THE INTERNET:

Once you have been all the way through the Install CD, your internet connection should be up and running. Going to a website (telstrabusiness.com) is the easiest way to check that it is okay. Alternatively you can check your router lights against the list of indicator lights on page 9 of your user guide.

If you get stuck,

The install CD includes some basic troubleshooting steps.

There is also a trouble shooting section and a FAQs section in the user guide.

There are more resources available online at telstrabusiness.com

If you are still experiencing problems, please call TB Technical Support on 13 2999 and have your TB username, password and account number handy

CHAPTER 5:

TBB MAIL SETUP

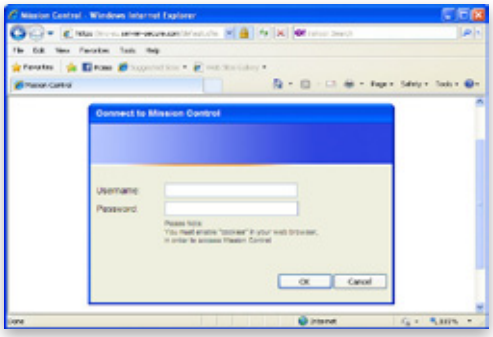
STEP 1: LOGIN TO MISSION CONTROL

(http://missioncontrol.pm.telstra.com)

Account Number:

Password:

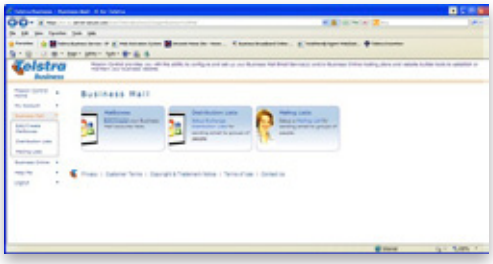
- User Mailbox screen
- Business Mail
- Edit/Create

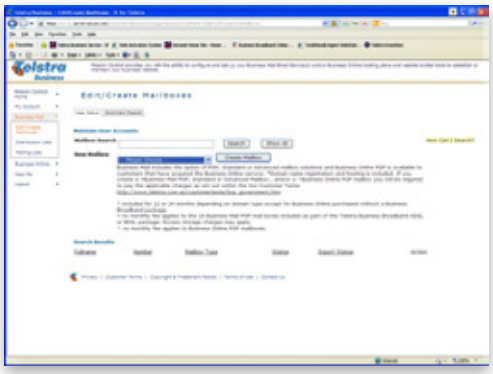


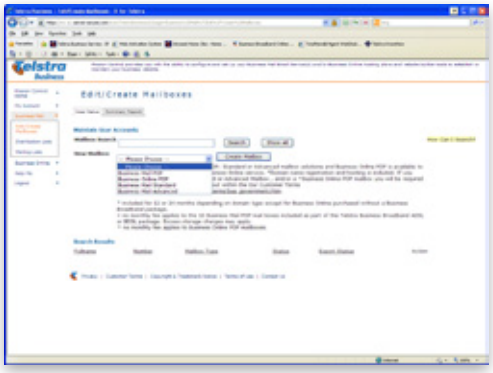
STEP 2: SET UP MAILBOX & USER ATTRIBUTES

Select 1 of the 4 Mailbox types (depends on what you have ordered- they are charged differently so you will pay for what you select)

- Business Mail Standard
- Business Mail Advanced
- Business Mail POP
- Business Online POP







CHAPTER 5:

TBB MAIL SETUP

STEP 3: SET-UP MAILBOX STORAGE

Select the correct mailbox attribute that matches your plan (check the Our Customer Terms if unsure). This is important as the storage charges vary depending on the mailbox.

STEP 4: CREATING USERS

Create Mailbox

Configure email client

- Mailbox Type: Determines the type of access available to the user
- Login Username: Main email address
- Login Password: User Password
- Mailbox Name or Username for Microsoft Outlook Configuration: Full Name or Mailbox Number

  Business Mail Domain Name: me1

STEP 5: LOGIN

Login to your business mail account (the activation of the new mailbox can take up to 2hrs)

Login Username: Main Email Address

Login Password: User Password

Business Mail Domain Name: me1

- Select mailbox type
- click 'create mailbox'

STEP 6: CONFIGURE MAILBOX ATTRIBUTES

Set mailbox status 'ON'

Enter main email address and ay required extra email

STEP 7: SET UP MAILBOX QUOTAS (ONLY APPLIES TO BUSINESS MAIL ADVANCED + STANDARD)

Configure mailbox quotas as required

STEP 8: SET UP USER PASSWORD

Enter password for new user in New Password field and Confirm New Password field

- Save User Details
- Click 'Save'

CHAPTER 6:

DOMAIN SETUP

MANAGING YOUR DOMAIN NAME

If your domain name will be hosted by Telstra, when you redelegate an existing domain name to Telstra Hosting, we'll email you a Redelegation Request form. This form must be completed and returned to us – but only after you have set up your website and mailboxes in Mission Control.

Once your new or redelegated domain name is launched on our Domain Name Servers, it can take up to two days to be replicated on other servers so internet and email users to access your services. (This delay can vary with domain name types and the domain name authority involved.)

If your domain name is being hosted elsewhere your existing domain name could be hosted by another service provider or Telstra CustData. You'll need to give your host the following DNS settings for Business Mail and/or Business Online. With Telstra Custdata, you can update the DNS settings yourself, online.

Remember to co-ordinate Domain Name Renewals with your host, so that your email and website services are not interrupted. (Telstra Hosting manages renewals for its customers.)

PRIMARY MX RECORD:

Host Name mx1.pm.telstra.com

SECONDARY MX RECORD:

Host Name mx2.pm.telstra.com

DOMAIN SETUP:

Login to Mission Control
(http://missioncontrol.pm.telstra.com)
Account Number
Password
Click 'Help me' (far left panel)
Click 'Add A job' (far left panel)

- Provide a subject title
- Choose 'Other' in the Urgency description

Enter details as described

- Your Domain Name Registration Key and Password
- What is required E.G. "Please re-delegate my domain to Telstra Business"
- Additional information E.G. IP address of your website if you wish to keep your website with current website host

Provide your contact details
Click 'Submit' to enter job and a Job ID number will be generated

CHAPTER 6:

DOMAIN SETUP

NB: If you already have a registered Domain Name and wish to keep it with your current Host because they Host your website, but you wish to use Telstra Business Mail- provide your current Domain Name Host with the Following MX Record for Telstra Business Mail

- mx1.pm.telstra.com (primary MX)
- mx2.pm.telstra.com (secondary MX)

ACCESSING BUSINESS POP EMAIL TO SEND AND RECEIVE

The simplest method to access your email is using a Web Browser such as Internet Explorer

- Type in the address bar http://deskcontrol.pm.telstra.com/
- Enter the email address that you created for your mailbox
- Enter the password that you created for your mailbox
- Click submit to enter your mailbox

ACCESSING YOUR EMAIL FROM AN EMAIL CLIENT PROGRAM SUCH AS MICROSOFT® OUTLOOK 2007

Enter the following settings into your email program

- Account type POP
- Username (Your Email address)
- The Password
- Incoming Pop Server > pop.telstrabusiness.com
- Outgoing smtp> smtp.telstrabusiness.com (Or details from your ISP. If it's not connecting from Telstra Business Broadband call 1800 066 594

CHAPTER 7:

FILTER REQUIREMENTS

The correct DSL Filters and splitters prevent the high frequency noise used by ADSL modem from being heard on a phone handset. A filter (or splitter) is essential wherever a telephone or other PSTN device shares the line with an ADSL modem. Both devices perform the same function however a splitter divides the signal into two parts; one containing the ADSL signal and the other filtered to only contain the voice, whereas Filters block the ADSL signal completely and allow the voice to go through.

Splitters typically have 3 labeled sockets- ADSL/Modem, Phone and Line/Wall Sockets.

TO USE A SPLITTER

STEP 1: Connect you telephone devices (E.G. phone, fax or answering machine) to the Splitter socket labeled 'phone'

STEP 2: Connect your ADSL modem to the Splitter socket labeled ADSL/Modem

STEP 3: Connect your line/wall Splitter socket to your wall socket

NB: If you have other telephone wall sockets on the same telephone line you will need to plug in filters between the phone and the wall socket. If you need to parallel more than three filters on one ADSL telephone line it is recommended you install a central splitter.

A central splitter must be used if a premise has an alarm/emergency dialer, more than 3 PSTN lines, or multiple sockets. It must be installed by a qualified communications technician before the first phone point on the property. Telstra recommends and installs ADSL2+ capable splitters and filters to maximize the quality of ADSL and voice signals.

Telstra recommends and installs certified ADSL2+ capable splitters and filters to maximise the quality of the ADSL and voice signals.

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